



GRAND RAPIDS PUBLIC UTILITIES COMMISSION AGENDA ITEM

AGENDA DATE: January 22, 2025

AGENDA ITEM: Consider a motion to approve the change order with SpryPoint and authorize the General Manager to sign the change order for \$34,000.

PREPARED BY: Jean M. Lane, Business Services Manager

BACKGROUND:

During initial contract negotiations with SpryPoint, GRPU disclosed it was using InvoiceCloud for payment processing but was exploring Wells Fargo as an alternative. SpryPoint and Wells Fargo technical teams confirmed integration was feasible, though SpryPoint lacked an existing API for Wells Fargo. Wells Fargo offers superior features for GRPU customers, including no credit card payment limits, compared to InvoiceCloud.

The finalized contract noted GRPU could use InvoiceCloud or another provider, but it was unclear the contract price included the InvoiceCloud API, and additional costs would apply for a Wells Fargo API. This issue has been under review for several months.

In December, GRPU decided to pursue a change order for the Wells Fargo API at a reduced cost. The original \$60,000 price was negotiated down to \$34,000, with an additional \$9,375 reduction from the travel budget, resulting in a final cost of \$24,625.

GRPU and SpryPoint negotiated this change in good faith, and despite not budgeting for it, the update is necessary to transition to Wells Fargo as GRPU's payment provider.

RECOMMENDATION:

Approve the change order with SpryPoint and authorize the General Manager to sign the change order for \$34,000